

USE OF VOLUNTEERS

STATEMENT

During an emergency, it is anticipated that volunteers may be utilized to support the efforts of Public Safety officials in various efforts. The effective use of volunteer resources involves appropriate task identification, supervision and communication.

VOLUNTEER RESOURCES

1. External Resources (Outside the City of Takoma Park)

a. The Montgomery County Volunteer Center is available to provide access to a wide variety of volunteer resources. Databases maintained include Medical Personnel and Mental Health Professionals. The Volunteer Center also has the ability to recruit volunteers with specific skills or resources (such as four wheel drive vehicles) in a time critical situation. It maintains an emergency phone line and coordinates with Montgomery County Public Information Office (PIO) for effective volunteer recruitment based on specific needs at the time of an emergency. The resources of this office are available to the City with a phone call. The County maintains good information on its web site:

The Emergency Preparedness site is:

<http://www.montgomerycountymd.gov/cittmpl.asp?url=/content/pio/news/preparedness.asp>

The Volunteer Center site is:

<http://www.montgomerycountymd.gov/siteHead.asp?page=/mc/services/volunteer/index.html>

b. The Red Cross also supervises volunteer activities in emergency situations.

2. Internal Resources

a. At the time of an emergency, a Volunteer Coordinator will be identified to assist with the processing and recruiting of volunteers. The Volunteer Coordinator will work with the Police Affairs Specialist and the Emergency Team Leaders regarding task identification and specific volunteer skill and resource needs. All volunteer inquiries will be directed through this person to assure proper procedures are followed and to assure volunteers are utilized in effective ways which assist Emergency Team Leader efforts.

b. Volunteers will be recruited, if necessary, via External Resources noted above, and via other communication channels as identified in the Communications Plan. Neighborhood Safety Contacts will be alerted as appropriate so that the “Call for Volunteers” is specific to the needs of Public Safety Officials.

c. All Volunteers will be processed centrally using standard City of Takoma Park Volunteer Registration Forms and following the City’s Volunteer Policy.

3. Volunteer Management Tasks

a. Identify Tasks per needs of Emergency Team Leaders

b. Identify Volunteer Supervisors as appropriate for different tasks.

c. Identify Volunteer Check-In location(s)

1. Implement Volunteer Registration and Tracking Procedures (identification, contact info, emergency notification, identification of special skills & training, vehicles, other

critical resources)

d. Disperse volunteers to locations as needed; provide central communications plan to all volunteers.

e. Assure volunteers are appropriately assigned, utilized, prepared, and fed.

4. Follow Up

a. The City will track volunteer efforts and appropriately recognize individuals when the Crisis period has passed.

ATTACHMENTS: Volunteer Application; City of Takoma Park Volunteer Policy Statement

Policies and Procedures

The City of Takoma Park offers volunteer opportunities for adult and youth citizens as well as groups. The volunteer program is decentralized, with individual departments responsible for volunteers in the way they are responsible for employees.

Individual Volunteers

Each department may determine its own volunteer needs and utilize the services of the Volunteer Coordinator for publicizing Volunteer Opportunities. Each department is responsible for identifying its own volunteer needs as well as interviewing, placing volunteers, tracking time worked by volunteers, and evaluating performance of volunteers. Time sheets should be copied to the Volunteer Coordinator at regular intervals for centralized record-keeping. The Volunteer Coordinator is available to assist with designing job descriptions for volunteers and recruitment, but otherwise functions much like the Human Resources department does for employees.

Group Volunteers

The City regularly receives requests from outside organizations for a Community Service Day. The Volunteer Coordinator will work with the group and the appropriate City agency to develop tasks, work plans, schedules and tasks for the day.

Volunteer Coordinator Responsibilities

- Publicize Volunteer Openings (newsletter, cable, web, outside data base listings, etc)
- Assist departments in developing job descriptions
- Fielding phone inquiries from potential volunteers to appropriate departments
- Liaison with Group Volunteers
- Centrally track volunteer applications and volunteer hours
- Assist departments with volunteers as needed

Departmental Responsibilities

- Identify volunteer needs
- Develop volunteer job description (with assistance from Vol Coord. If needed)
- Interview volunteers
- Schedule volunteers
- Supervise volunteers
- Track Volunteer Hours
- Deliver copy of volunteer hours to Volunteer Coordinator